

## **Reider Insurance**

November 22, 2013

Regulatory Body: Insurance Council of Manitoba

Decision Maker: General Insurance Council

Agency fined \$1,500.00, assessed partial investigation costs in the amount of \$750.00, and required to provide satisfactory evidence of the establishment and implementation of protocols at the Agency for: i. handling notification(s) of policy coverage changes; ii. providing policy coverage comparisons when coverage is changed; iii. how to review policy coverage and changes to policy coverage when a client inquires; iv. proper documentation of client conversations; and v. timely responses to client requests. Agency found to be in violation of Section 375 (1)(e) of *the Act* and General Insurance Agent Code of Conduct Section 3 – Quality of Service, Section 4 – Advising Clients, and Section 10 – Conduct Towards Others (Reasonable Promptness).